



City of Eureka, California

Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Communications Manager
Class Code Number	6140

General Statement of Duties

Manages, supervises, and coordinates the daily operations and functions of the Communications Center and related systems; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to supervise, manage, plan, and coordinate the operations of the Communications Center and related communications systems. The work is performed under the supervision and direction of an assigned Police Captain, but considerable leeway is granted for the exercise of independent judgement and initiative. The nature of the work performed requires an employee in this class to establish and maintain effective working relationships with all others contacted in the course of work. The principal duties of this class are performed in a general office environment.

Examples of Essential Work (Illustrative Only)

- Manages the daily functions and services of the Communications Center, including identifying needs for changes to provide improved services, investigating and responding to complaints, providing input on divisional budget, purchasing equipment and supplies, updating department maps, testing and inspecting equipment, maintaining the department policy manual, and updating the procedure and communications training manual;
- Supervises communications staff, including preparing and conducting employee evaluations, arranging for adequate staffing for every shift, implementing discipline and termination procedures as necessary, and managing the new dispatcher training program;
- Manages the Emergency Medical Dispatch program, including training, certifications, equipment upgrades, record keeping, and quality assurance;

- Receives emergency service calls from the public, including determining nature and location of emergency, prioritizing calls for service prior to dispatching emergency units, and providing medical instructions to callers reporting medical problems;
- Maintains 9-1-1 equipment and database, including reporting incorrect addresses, telephone, and routing problems, implementing required training, preparing reports, and programming computer as needed;
- Serves as system administrator for the Police and Fire AS400 computer system, including upgrading computer software, coordinating computer downtime with each department, performing scheduled back-up procedures, troubleshooting equipment, training users, and implementing policy, procedure, protocol, and training;
- Acts as the Agency Terminal Coordinator (ATC) for the California Law Enforcement Telecommunications System (CLETS) for the Department, including configuring and maintaining terminals, maintaining training records for all users, participating in upgrading access and connectivity, assigning training for all new users, and coordinating bi-annual testing for all CLETS users;
- Maintains records of dispatch reports and audio recordings of police and fire telephone and radio calls, including copying recordings for release to specific City departments, training new users for the logging recorder, and providing court testimony for authentication of dispatch records;
- Serves as the Emergency Operations Center Communications Chief, including ensuring all communications links are established and accounted for, determining specific computer requirements for all positions, and developing and distributing a plan which identifies all systems in use;
- Keeps immediate supervisor and designated others accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops, and training sessions and reviews publications and audio-visual materials to become and remain current on principles, practices, and new developments in assigned work areas;
- Responds to questions and comments from the public in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

Required Knowledge, Skills, and Abilities

- Thorough knowledge of Penal, Vehicle, and Health and Safety Codes and regulations;
- Thorough knowledge of other pertinent Federal, State, and local laws, codes, and regulations;
- Thorough knowledge of standard EMD protocols;
- Thorough knowledge of the principles of supervision, training, and performance evaluations;
- Thorough knowledge of communication system rules and regulations governing the operations for radio transmitting and receiving;
- Thorough knowledge of related computer-aided dispatch systems;
- Substantial knowledge of modern office functions and equipment operations;
- Substantial knowledge of the geography of the City of Eureka;
- Ability to demonstrate multi-task orientation;
- Ability to effectively train and supervise the work of others in a professional manner;

- Ability to work independently with minimal supervision;
- Ability to be flexible in training different people with a variety of learning and socioeconomic backgrounds;
- Ability to exercise sound, independent judgement;
- Ability to speak clearly and concisely;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures, and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity, and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

Any combination of training and/or experience which is equivalent to:

- High School Diploma or GED; and
- Considerable (four to six years) experience as a public safety dispatcher, with some supervisory experience.

Required Special Qualifications

- May require a valid Class C California State Driver's license;
- Emergency Medical Dispatcher Certification;
- POST Public Safety Dispatch Certificate;
- Completion of System Operator Course for AS400;
- DOJ Training for CLETS Trainers;
- CPR Certification.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, to enable the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, to enable the employee to review a wide variety of materials in electronic or hard copy form;
- Sufficient manual dexterity, with or without reasonable accommodation, to enable the employee to operate a personal computer, telephone, and other related equipment;

- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, to enable the employee to safely lift, move, or maneuver whatever may be necessary to successfully perform the duties of their position;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, to enable the employee to efficiently function in an extremely stressful environment, often involving life or death situations.